

11-30-04

Express Mail No. EV 446 980 441 US

502190

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: **Hagen et al.**

Serial No.: 09/750,954

Filed: December 28, 2000

Confirmation No.: 7523

For: **INTERACTIVE TELEVISION FOR PROMOTING GOODS AND SERVICES**

Examiner: Y. Garg

Art Unit: 3625

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed May 28, 2004, please amend the above-identified application as shown. In addition, please provide a three-month extension of time up to and including November 28, 2004, to answer the Office Action as provided for in 37 CFR 1.136. A check in the amount of \$490.00 is enclosed for the extension of time fee. If any additional fees for the accompanying response are required, the Commissioner is hereby authorized to charge them to Deposit Account No. 502190.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 9 of this paper.

12/01/2004 FMETEK11 00000090 09750954

01 FC:2253 490.00 OP

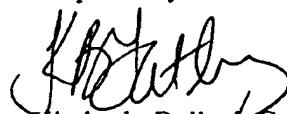
12/30/2004 SWILLIAM 00000003 502190 09750954

01 FC:2202 9.00 DA

is no "access gateway" used as a bridge between them. Rather, a direct communication link is established between the remote portal and the customer service representative. Independent claims 19 and 25 have been amended to more clearly recite this aspect of the present invention, and are therefore patentable over Randle. Dependent claims 20-24 and 26-35 are patentable for the same reasons with regards to the independent claims.

Based on the foregoing amendments and remarks, allowance of the claims in the application is respectfully requested. If any issues remain unresolved, applicants would welcome the opportunity for a telephone interview to expedite allowance and issue.

Respectfully submitted,



Kimberly Bullock Gatling
Reg. No. 48,814

Smith Moore LLP
P.O. Box 21927
Greensboro, NC 27420
(336) 378-5302

Date: November 29, 2004

File No.: 5005177-4

CERTIFICATE OF MAILING

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PATENT APPLICATION FEE DETERMINATION RECORD
Effective October 1, 2000

Application or Docket Number

29750954

CLAIMS AS FILED - PART I

(Column 1) (Column 2)

| | | |
|----------------------------------|--------------|--------------------------|
| TOTAL CLAIMS | 34 | |
| FOR | NUMBER FILED | NUMBER EXTRA |
| TOTAL CHARGEABLE CLAIMS | 54 minus 20= | 14 |
| INDEPENDENT CLAIMS | 54 minus 3 = | 2 |
| MULTIPLE DEPENDENT CLAIM PRESENT | | <input type="checkbox"/> |

SMALL ENTITY
TYPE

OTHER THAN
OR SMALL ENTITY

| | | | |
|-----------|---------|-----------|--------|
| RATE | FEES | RATE | FEES |
| BASIC FEE | 355.00 | BASIC FEE | 710.00 |
| X\$ 9= | 126.00 | X\$18= | |
| X40= | (10.00) | X80= | |
| +135= | | +270= | |
| TOTAL | | OR TOTAL | |

OTHER THAN
SMALL ENTITY

| | | | |
|--------------------|------------------------|-----------------------|------------------------|
| RATE | ADDI- TIONAL FEE | RATE | ADDI- TIONAL FEE |
| X\$ 9= | | X\$18= | |
| X40= | | X80= | |
| +135= | | +270= | |
| TOTAL ADDT. FEE | | OR TOTAL ADDT. FEE | |

CLAIMS AS AMENDED - PART II

(Column 1) (Column 2) (Column 3)

| AMENDMENT A | CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST NUMBER PREVIOUSLY PAID FOR | PRESENT EXTRA |
|--|---|-------|---|------------------|
| | Total | 35 | Minus | 34 = 1 |
| Independent | 4 | Minus | 4 | = 0 |
| FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM | | | <input type="checkbox"/> | |

SMALL ENTITY

OR

| | | | |
|--------------------|------------------------|-----------------------|------------------------|
| RATE | ADDI- TIONAL FEE | RATE | ADDI- TIONAL FEE |
| X\$ 9= | | X\$18= | |
| X40= | | X80= | |
| +135= | | +270= | |
| TOTAL ADDT. FEE | | OR TOTAL ADDT. FEE | |

(Column 1) (Column 2) (Column 3)

| AMENDMENT B | CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST NUMBER PREVIOUSLY PAID FOR | PRESENT EXTRA |
|--|---|-------|---|------------------|
| | Total | | Minus | .. = |
| Independent | | Minus | ... | = |
| FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM | | | <input type="checkbox"/> | |

ADDITIONAL
FEE

| | | | |
|--------------------|------------------------|-----------------------|------------------------|
| RATE | ADDI- TIONAL FEE | RATE | ADDI- TIONAL FEE |
| X\$ 9= | | X\$18= | |
| X40= | | X80= | |
| +135= | | +270= | |
| TOTAL ADDT. FEE | | OR TOTAL ADDT. FEE | |

(Column 1) (Column 2) (Column 3)

| AMENDMENT C | CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST NUMBER PREVIOUSLY PAID FOR | PRESENT EXTRA |
|--|---|-------|---|------------------|
| | Total | | Minus | .. = |
| Independent | | Minus | ... | = |
| FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM | | | <input type="checkbox"/> | |

ADDITIONAL
FEE

| | | | |
|--------------------|------------------------|-----------------------|------------------------|
| RATE | ADDI- TIONAL FEE | RATE | ADDI- TIONAL FEE |
| X\$ 9= | | X\$18= | |
| X40= | | X80= | |
| +135= | | +270= | |
| TOTAL ADDT. FEE | | OR TOTAL ADDT. FEE | |

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."

The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.